



# **DHFS Web Projects Overview**

**IMAC IT Subcommittee  
Thursday, August 14, 2003**



**Department of Health and Family Services**  
Making Wellness and Safety Happen!

**Deloitte  
Consulting**

# Agenda

- DHFS Business Drivers & Vision
- Projects Background
- Projects Overview
- Web-based Worker Interface Phase I - Project Update

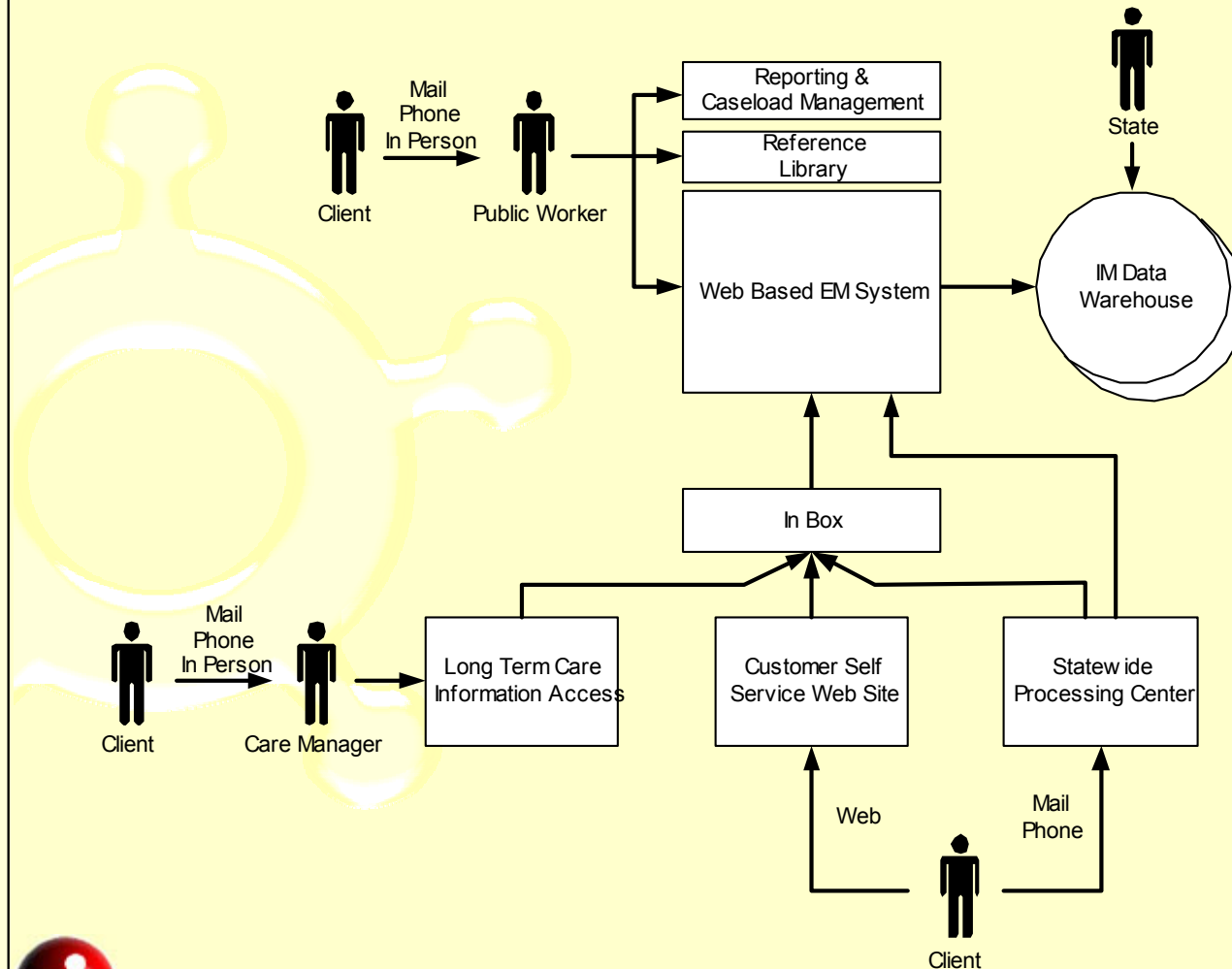


# DHFS Business Drivers

- Reduce Workload on Eligibility Workers
- Reduce Administrative Costs
- Reduce Food Stamp Error Rate
- Improve Customer Service
- Streamline Processes and Policies
- Increase Participation in the Food Stamp Program
- Enhance coordination and cooperation between the state agency, local agencies, and community-based organizations
- Increase coordination between Food Stamps and other public assistance programs



# Applying technology to the Business Drivers: The Vision



## Business Drivers

- Reduce Workload on ES Workers
- Reduce Administrative Costs
- Reduce Food Stamp Error Rate
- Improve Customer Service
- Streamline Processes & Policies
- Increase Food Stamp Participation

# Projects Background

- In order to meet its vision, DHFS has begun working on following two major initiatives:
  - Web-based Customer Self Service Toolbox (CSST)
    - Funded by FS Program participation grant
  - Web-based Eligibility Management System
    - Phase I includes converting CR & AE functionality to web which is part of IM workload reduction initiative
    - Future phases will incrementally convert remaining CARES functionality to web



# FS Program Participation Grant

- Offered by USDA's Food and Nutrition Services in Jan. 2003
- Wisconsin's proposal described the creation of a Web-based Customer Self Service Toolbox to achieve business drivers
- Proposal asked for \$2 million dollars for a project that we estimated would cost over \$3.5 million (with staff costs, systems costs, partner costs, etc.)
- FNS awarded a \$1.71 million grant to Wisconsin in June
- Grants were also awarded to:

University of Oklahoma/Oklahoma Department of Human Services - \$843,075

New Jersey Department of Human Services - \$848,570

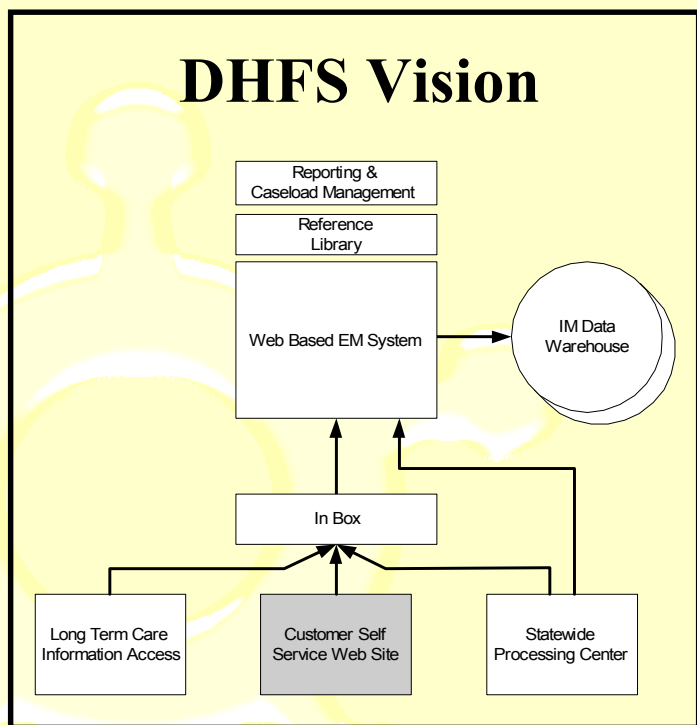
Virginia Department of Social Services - \$813,831

Rhode Island Department of Human Services - \$785,000



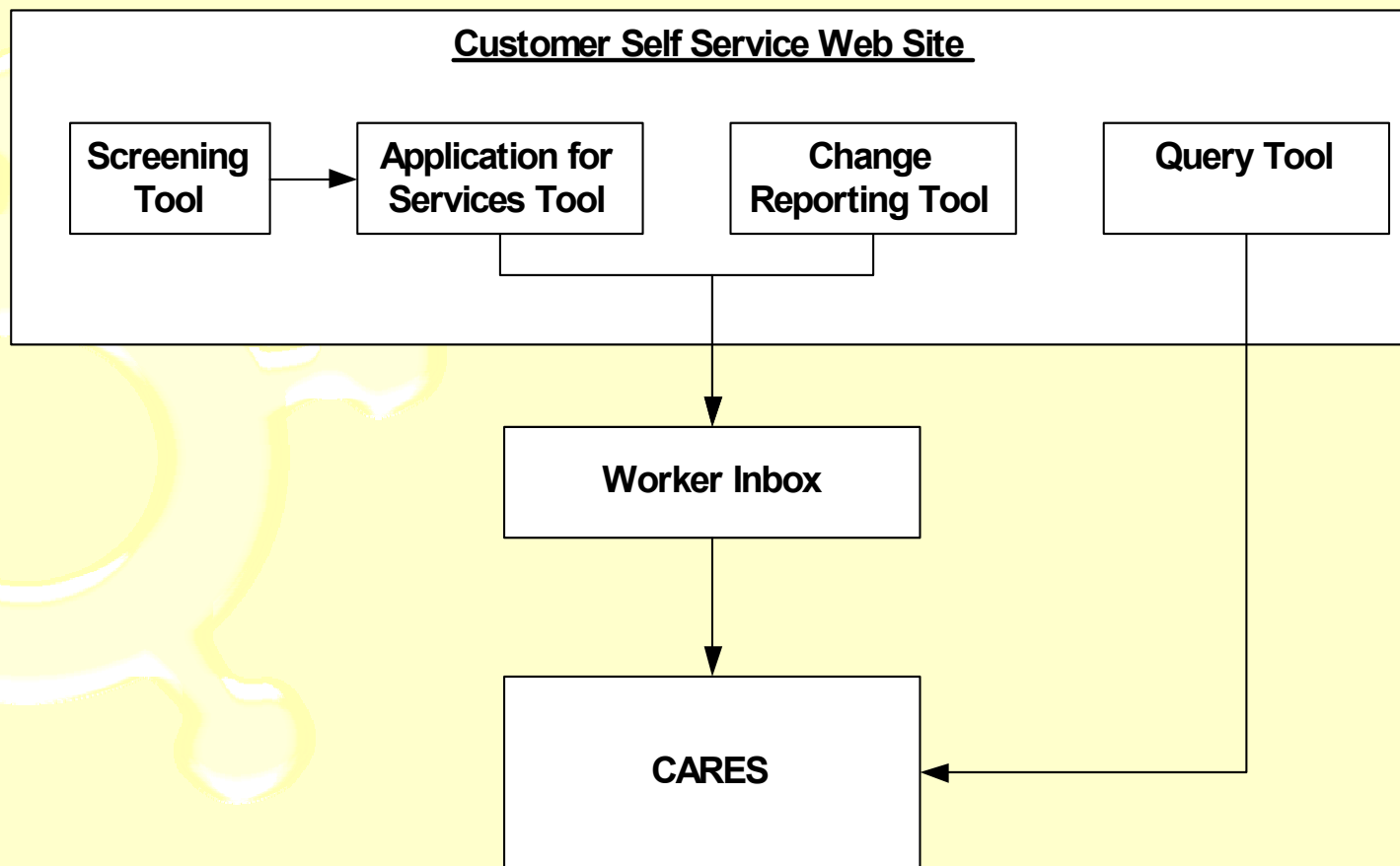
# Web-based CSST Overview

## DHFS Vision



- Develop Web based Screening tool
  - Offer preliminary eligibility determinations for various programs
- Develop Web based Application for Services
- Allow clients to access information over the Web
- Provide Web based Change Reporting
- Expand Inbox functionality
  - Expand the existing Inbox functionality to handle applications, change reporting, and reviews submitted via the Web or mailed in for additional programs
  - Expand data auto-population capabilities

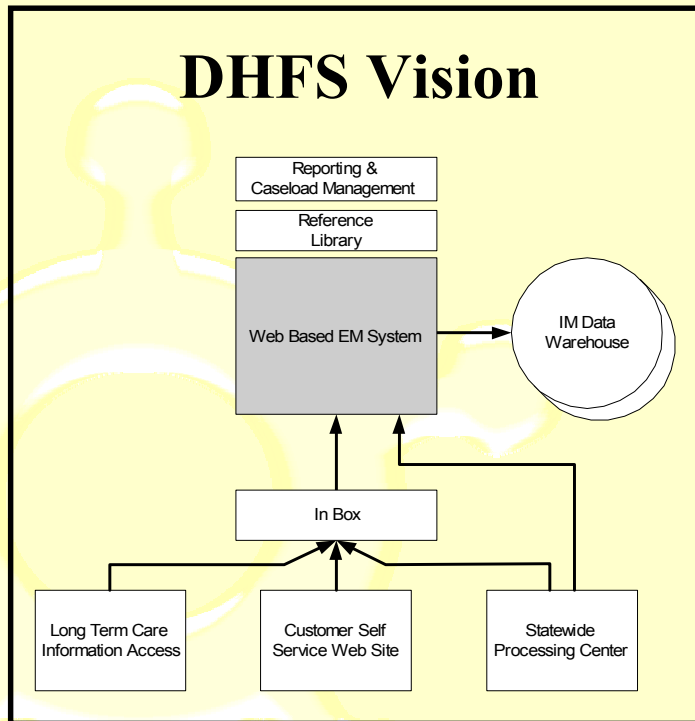
# Web-based Customer Self Service Toolbox





# Web based Eligibility Management System

## DHFS Vision



- Design an Intelligent Driver Flow
  - Collect only required data based on household composition and program(s)
- Create On-Line Data Exchanges
  - Explore using data brokers to facilitate Web based on-line data exchange
- Permit workers to select programs when determining eligibility
- Implement Intelligent Eligibility Determination (IED) logic
- Redesign Alerts and provide more information online
- Improve process for notices and letters
- Provide Master Client Index functionality
- Provide imaging capabilities for storage of verification documents in an electronic case file



# **Web-based Worker Interface - Phase I Project Update**



**Department of Health and Family Services**  
Making Wellness and Safety Happen!

**Deloitte  
Consulting**

# Tentative Schedule

<u>Phase</u>	<u>Dates</u>	<u>Weeks</u>
Requirements	08/04/03 - 10/17/03	11
Design	10/20/03 - 12/19/03	9
Development	01/05/04 - 05/07/04	18
System Testing	05/10/04 - 06/25/04	7
User Acceptance Testing	06/28/04 - 08/13/04	7
Training	08/16/04 - 09/17/04	5
Production Readiness	09/20/04 - 09/24/04	1
Go Live	09/27/2004	



# Web application provides enhanced support to workers

- Graphical user interface promotes usability
- Collects and presents information using standard approaches
- Interface flexibility allows for business-based design
- Navigation techniques provide quick and easy way to complete desired tasks
- Users find Web applications easy to learn and use



# Key considerations

- Make content easily accessible to groups often excluded
- Design with the audience in mind
- Designs are based upon what the worker wants, not what the state thinks they need
- Allow end users to perform usability testing of prototypes
- Create easy-to-use, intuitive, consistent page-layout

# Current Mainframe View

SESSION1 - EXTRA! Personal Client


File Edit View Tools Session Options Help

CRIN RFA INFORMATION 07/14/03 09:01  
COUNTY/TRIBE: 40 XCTD97 L ASHMORE  
RFA NUMBER: CASE: STATUS: PENDING  
WORKER: OFFICE:  
INFORMATION FIRST MI LAST LANG LIVES ALT MAIL  
SUF IND IN HH ADDRESS  
PROVIDER:  
RFA DATE: 07 14 03 RFA TYPE: REFERRAL SOURCE: CONTACT METHOD:  
NUMBER UNIT DIR ST/RURAL RT/BOX# SUF QUAD APT  
HOUSEHOLD ADDRESS:  
ADDITIONAL ADDR INFO:  
CITY: STATE: ZIP:  
PHONE: CENSUS: REGION:  
-----  
DO YOU WANT CARES TO SCHEDULE AN INTERACTIVE INTERVIEW FOR THIS RFA ? :  
FILING DATE: DELAY REASON (IF FILING DATE LATER THAN RFA DATE ) :  
RFA STATUS: P REASON: EXTENSION DATE: EXT REASON:  
NEXT TRAN: PARMS:  
4B :00.1 04/10  
Connected to host infotech.state.wi.us [198.150.235.253] (VTCC1ECZ) NUM 10:06 AM

# Potential Web View

CARES Web-Based User Interface - Microsoft Internet Explorer

File Edit View Favorites Tools Help

 **CARES** Web Based Worker Interface

Worker: XCTG56 - Smith, T Caseload: Office: 5605 Milw Co Reg 5 W

PIN #:  Case #:  Destination:

Status: Pending RFA Date: 7/14/2003

[Summary](#) [Client Registration](#) [Application Entry](#) [Eligibility](#) [Client Notices](#) [Benefits Issuance](#) [MMIS](#)

**RFA Information** [Demographics](#) [Assistance Request](#) [Priority Service](#) [Referrals](#) [Print Form](#)

RFA Date: 7/14/2003 RFA Type:

Referral Source:  Contact Method:

**Information Provider**

First Name MI Last Name Suffix Language

Lives in Household? ☐

Alternate Mail Address? ☐

**Household Address**

Number Unit Dir Street/Rural Rt./Box # Suffix Quad Apt Additional Address Info.

City State Zip  (#####-####)

Phone:

Census:  Region:

Do you want to schedule an interactive interview for this RFA? ☐

Filing Date:  (MM/DD/YY) Delay Reason:

Extension Date:  (MM/DD/YY) Extension Reason:

July 14th, 2003

- [Home](#)
- [Applications](#)
- [Client Scheduling](#)
- [Caseload Management](#)
- [Reports](#)
- [Benefits Recovery](#)
- [Administration](#)
- [Online Learning](#)
- [Reference Library](#)

**Priority Alerts (3)**

[General Alerts \(64\)](#)

[Inbox \(102\)](#)

**Today** [\[View Calendar\]](#)

9am: FS Eligibility Review

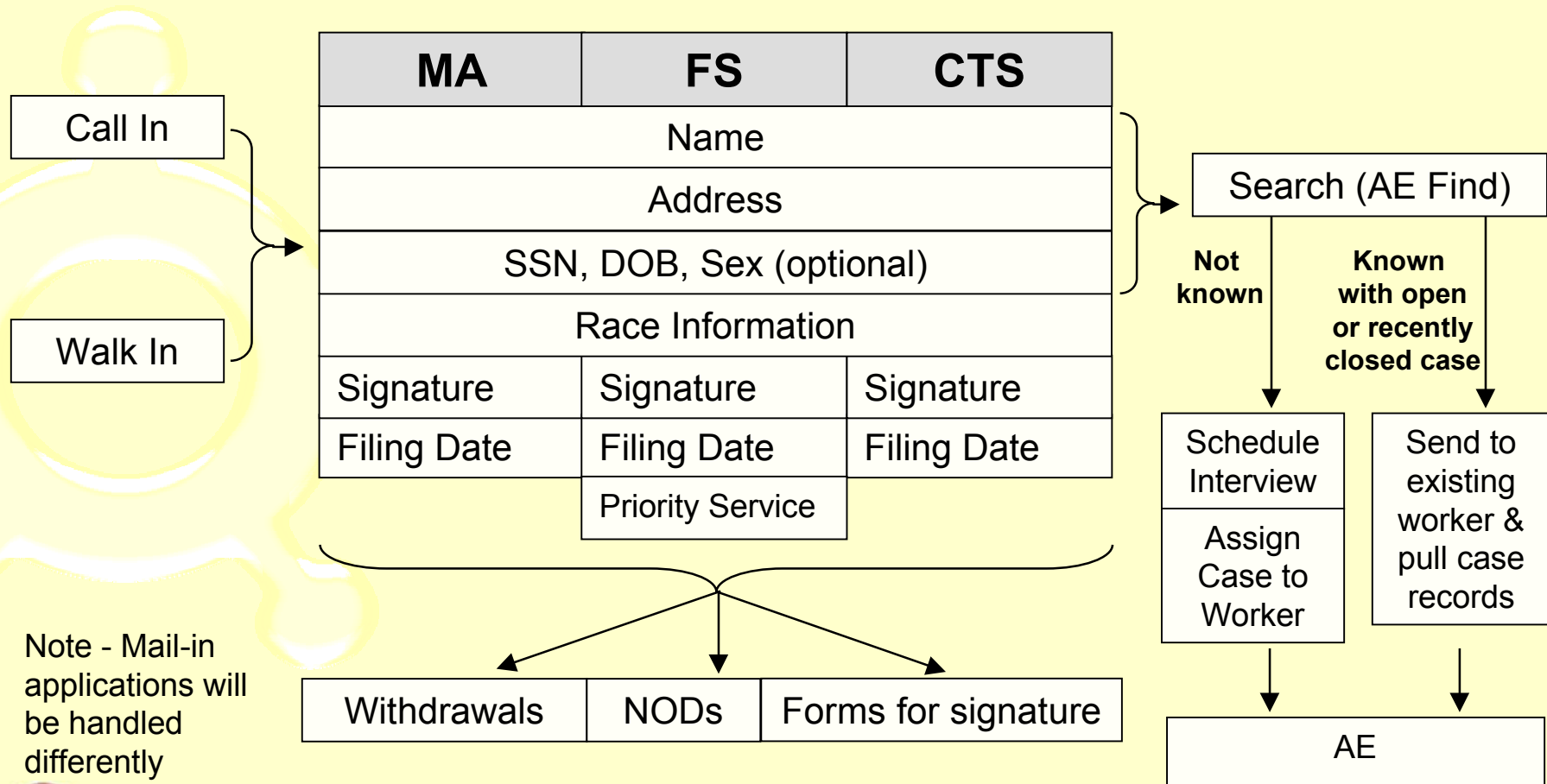
11am: Client Registration

3pm: Client Registration

Local intranet

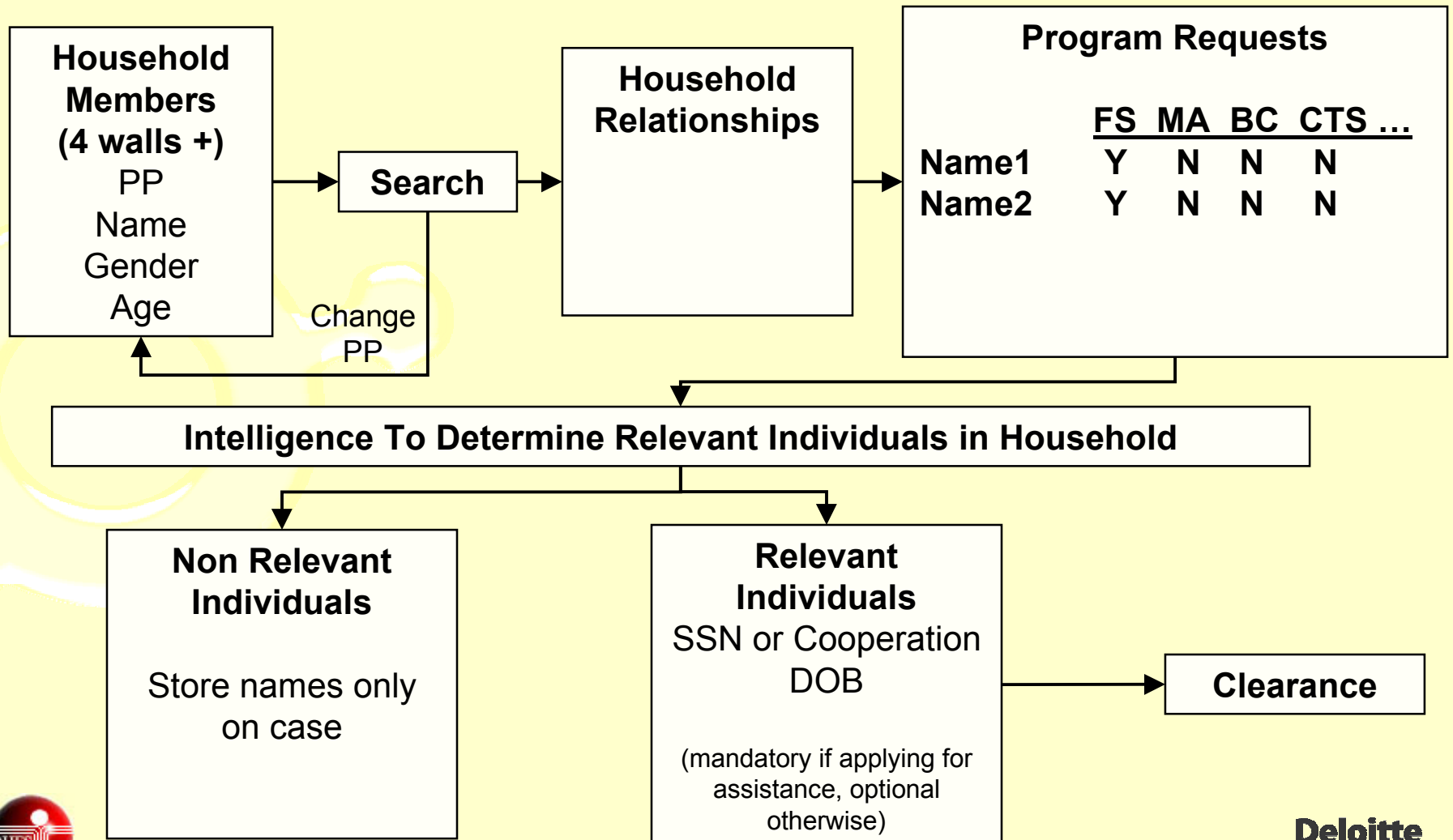
# Proposed Vision for Client Registration

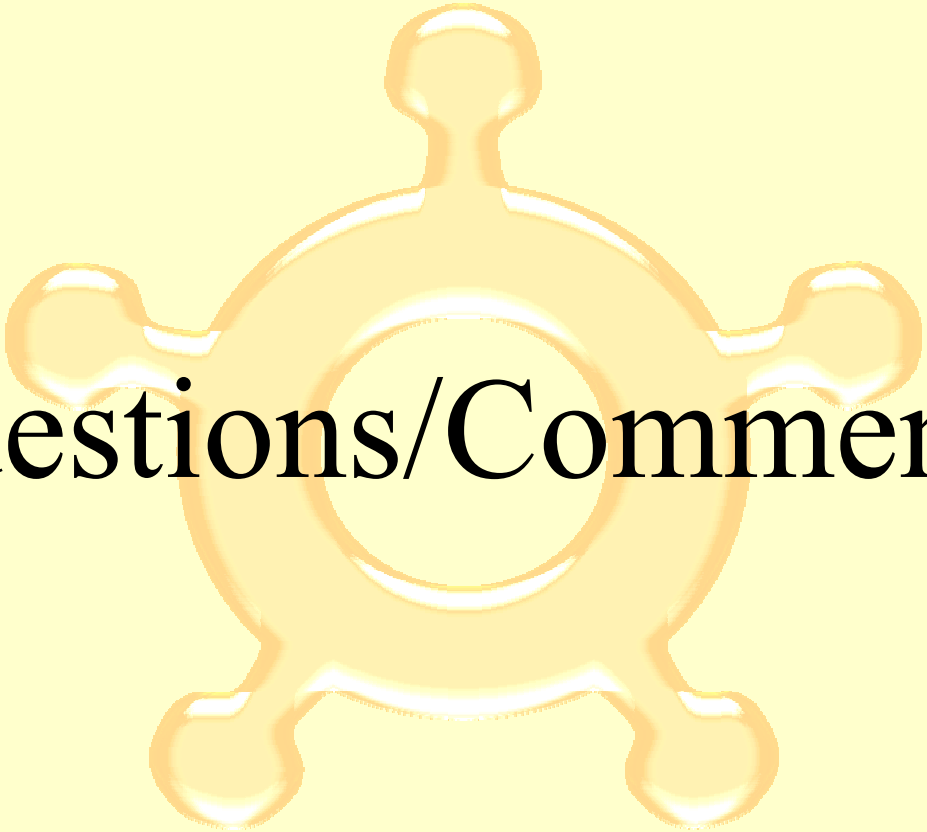
## Client Registration Data Collection





# Application Entry Flow (Under Discussion)





Questions/Comments